

**Redwood Coast Regional Center
Targeted Case Management and
Nursing Home Reform
Monitoring Review Report**

Conducted by:

Department of Developmental Services

September 10 - 11, 2007

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EXECUTIVE SUMMARY

The Department of Developmental Services (DDS) conducted a federal compliance monitoring review of the Targeted Case Management (TCM) and Nursing Home Reform (NHR) programs September 10 -11, 2007, at Redwood Coast Regional Center (RCRC).

Purpose of the Review

Case management services for regional center consumers with developmental disabilities were added as a medical benefit to the Medi-Cal State Plan in 1986 under Title XIX of the Social Security Act. TCM services are those "... services which will assist individuals in gaining access to needed medical, social, educational, and other services." DDS implemented the TCM program statewide on July 1, 1988.

The NHR Pre-Admission Screening/Resident Review (PAS/RR) program involves determining whether an individual in a nursing facility with suspected developmental disabilities is developmentally disabled and requires specialized services.

Overview of the TCM/NHR Compliance Monitoring Protocol

The review criteria for the TCM and NHR programs are derived from federal and state statutes and regulations and the Centers for Medicare & Medicaid Services guidelines relating to the provision of these services.

Findings

Section I – Targeted Case Management

Twenty one consumer records, containing 2,151 billed units, were reviewed for three criteria during the period of review. The sample records were 100% in compliance for criterion 1 (TCM service and unit documentation matches the information transmitted to DDS), 97% in compliance for criterion 2 (TCM service documentation is consistent with the definition of TCM service), and 100% in compliance for criterion 3 (TCM service documentation identifies appropriate RCRC personnel who completed the entry).

Section II – Nursing Home Reform

Nine consumer records were reviewed for three criteria. The sample records were 100% in compliance for all three criteria.

SECTION I TARGETED CASE MANAGEMENT

Criterion

1. The Targeted Case Management (TCM) service and unit documentation matches information transmitted to the Department of Developmental Services (DDS).

Findings

The sample of 21 consumer records contained 2,151 billed TCM units. All of the recorded units matched the number of units reported to DDS.

Recommendations

None.

2. The TCM service documentation billed to DDS is consistent with the definition of TCM service.

Findings

Of the 2,151 billed units, 2,087 (97%) of the units contained descriptions that were consistent with the definition of TCM services. Allowable TCM units are based on services which assist consumers and/or their families to gain access to resources and services; assessment of level of functioning to assist in determining the appropriate care, training, and services to be provided to consumers and/or their families; reviewing and analyzing consumers' medical, social, and psychological evaluations; consulting with other professionals; and developing consumers' individual program plans.

Sixty four of the billed TCM units had descriptions of activities that were not consistent with the definition of TCM services, were not sufficient to determine if the activities could be considered case management, or appeared to be duplicates of other entries. Detailed information on these findings and the specific actions required has been sent under separate cover letter.

Recommendation	Regional Center Plan/Response
RCRC should ensure that the time spent on the identified activities that are inconsistent with TCM claimable services (sent separately) is reversed.	See attached summary of questionable TCM units – all identified units were reversed on 3/19/08.

3. The TCM documentation identifies the service coordinator recording the notes and each note is dated.

Findings

The TCM documentation in the 21 sample consumer records identified the service coordinator and the date the note was completed.

Recommendations

None.

SECTION II NURSING HOME REFORM

Criterion

1. There is evidence of dispositions for the Department of Developmental Services' (DDS) Nursing Home Reform (NHR) referrals.

Findings

The nine sample consumer records contained either a Pre-Admission Screening/Resident Review (PAS/RR) Level I document or NHR automated printout.

Recommendations

None.

2. The disposition is reported to DDS.

Findings

The nine sample consumer records contained either a PAS/RR Level II document or written documentation responding to a Level I referral.

Recommendations

None.

3. The regional center submitted a claim for the referral disposition.

Findings

The billing information for the nine sample consumers had been entered into the AS 400 computer system and electronically transmitted to DDS.

Recommendations

None.

SAMPLE CONSUMERS
TCM Review

#	UCI
1	XXXXXXXX
2	XXXXXXXX
3	XXXXXXXX
4	XXXXXXXX
5	XXXXXXXX
6	XXXXXXXX
7	XXXXXXXX
8	XXXXXXXX
9	XXXXXXXX
10	XXXXXXXX
11	XXXXXXXX
12	XXXXXXXX
13	XXXXXXXX
14	XXXXXXXX
15	XXXXXXXX
16	XXXXXXXX
17	XXXXXXXX
18	XXXXXXXX
19	XXXXXXXX
20	XXXXXXXX
21	XXXXXXXX

NHR Review

#	UCI
1	XXXXXXXX
2	XXXXXXXX
3	XXXXXXXX
4	XXXXXXXX
5	XXXXXXXX
6	XXXXXXXX
7	XXXXXXXX
8	XXXXXXXX
9	XXXXXXXX

ATTACHMENT I TCM DISTRIBUTION OF FINDINGS

CRITERION PERFORMANCE INDICATOR Sample Size: 21 Records Billed Units Reviewed: 2,151	# OF OCCURRENCES			% OF OCCURRENCES	
	YES	NO	NA	YES	NO
1. The TCM service and unit documentation matches the information transmitted to DDS.	2151			100	
2. The TCM service documentation billed to DDS is consistent with the definition of TCM service.	2087	64		97	3
3. The TCM service documentation is signed and dated by appropriate regional center personnel.	2151			100	

NHR DISTRIBUTION OF FINDINGS

CRITERION PERFORMANCE INDICATOR Sample Size: 9 Records	# OF OCCURRENCES			% OF OCCURRENCES	
	YES	NO	NA	YES	NO
1. There is evidence of dispositions for DDS NHR referrals.	9			100	
2. Dispositions are reported to DDS.	9			100	
3. The regional center submits claims for referral dispositions.	9			100	